iNEWS® MOS Gateway

Version 3.0.2 ReadMe

Revision History

Date Revised	Changes Made
26 July 2010	Adding updates for v3.0.2
1 June 2010	Adding MOS Router server information
19 November 2009	Initial ReadMe for v3.0.0

Important Information

Avid recommends that you read all the information in this ReadMe file thoroughly before installing or using any new software release.

Note: Search the Avid Knowledge Base (http://www.avid.com/onlinesupport) for the most up-to-date ReadMe file, which contains the latest information that might have become available after the documentation was published.

This document describes compatibility issues with previous releases, hardware and software requirements, software installation instructions, and summary information on system and memory requirements, when applicable. This document also lists any hardware and/or software limitations.

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Compatibility Notes and Issues

This version of Avid iNEWS MOS Gateway is compatible with the following:

Microsoft Windows

MOS Gateway is qualified for use on Windows Server 2003 with Service Pack 2 and Windows XP Professional with Service Pack 3 operating systems only.

Windows 2000 or earlier is *not* supported. Windows Vista, Windows 7, and Windows Server 2008 are *not* supported.

Microsoft Java Virtual Machine

MOS Gateway is qualified with version 5.00.3810 of the Microsoft Java Virtual Machine (VM).

iNEWS NRCS

MOS Gateway requires that the iNEWS newsroom computer system be running version 2.0 or higher.

MOS Protocols

MOS Gateway 3.x supports MOS Protocol versions 2.6 and 2.8. MOS Protocol v3.x is *not* supported by MOS Gateway.

MOS Devices

Supported MOS Devices - Refer to: (http://www.avid.com/products/inews/specs.shtml) for the latest list of supported MOS devices.

Device Connection Limit - A single MOS Gateway supports a maximum of 2 MOS device connections.

Installation Notes and Issues

Microsoft Java Virtual Machine

Microsoft Java Virtual Machine must be installed manually.

The MOS Gateway v2.6 and later install programs do not start any installer processes for the Microsoft Java VM. The installation of the Microsoft Java VM must be accomplished manually prior to running the MOS Gateway. The installer exits with an error if the proper version of the Microsoft Java VM is not already installed. See “Documentation Correction or Clarification” in this ReadMe document for more information.

License Key Installation

The license key for iNEWS MOS Gateway must be entered during the installation process if prompted. The MOS Gateway License Manager tool will not properly install the key after the initial install.

Windows Firewall

Windows Firewall Exception settings for MOS Gateway.

When Windows Firewall is enabled in either Windows XP or Windows Server 2003, the following MOS Gateway services must be added to the Windows Firewall exception list:

- **`MosRouterService.exe`** - Required. Always add this to the exception list.
- **`MosRoStorySendService.exe`** - Optional. Only required if you want to use `roStorySend`

- **`MosReplicationService.exe`** - Optional. Only required if you want to use MOS item replication.
- **`LicenseManager.exe`** - Optional. Only required if you want to access MOS Gateway license information remotely over the network.
- **`LicenseServerService.exe`** - Optional. Only required if you want to access MOS Gateway license information remotely over the network.
- **`MosAdmin.exe`** - Optional. Only required if you wish to configure MOS item replication remotely over the network.
- **`MosAdminService.exe`** - Optional. Only required if you wish to configure MOS item replication remotely over the network.
- **`MosConfigService.exe`** - Exception not required.
- **`RegRGS.exe`** - Exception not required.
- **`regtlb.exe`** - Exception not required.
- **`TraceLogService.exe`** - Exception not required.

Hardware and Software Changes for Version 3.0.2

This following changes were made to iNEWS MOS Gateway version 3.0.2.

Installation

- In previous versions of MOS Gateway 3, uninstalling the Gateway from a machine that had been virtualized with VMware or imaged with Ghost could result in corruption of needed registry keys. When this occurred the PC or server would fail to boot after uninstall. This issue is fixed. The uninstaller no longer corrupts the registry keys.

  If MOS Gateway 3.0.0 or 3.0.1 is installed, the 3.0.2 installer should be used to upgrade the previous install. The 3.0.0 and 3.0.1 uninstallers should not be used.

Stories

- In previous versions of MOS Gateway, some normal text would be replaced by presenter text as part of roStorySend. This is fixed.
- In previous versions of MOS Gateway, tabs in the story body could be mishandled when NSMLX was not enabled. This is fixed.

Replication

- In previous versions of MOS Gateway, MOS replication would only replicate tags that were present in a pre-defined list of tags. This is fixed. MOS replication can now replicate all tags contained in the incoming message.

  An asterisk XPath statement can be used to replicate tags that contain multiple levels of children, like mosExternalMetadata or objPaths. This statement can only be used in the attachment sections of the story, not in the story body. Any XPath statement that produces an XML element will result in story save failures if used in the story body. For example:

  "<mosExternalMetadata>%/mos/mosObj/MosExternalMetadata/*%</mosExternalMetadata>"

  This example will replicate the complete contents of mosExternalMetadata. Only use this statement in the attachments.

MOS Router Service

- In previous versions of MOS Gateway 3.0, empty MOS messages sent from devices could cause MOS Router Service to terminate unexpectedly. This is fixed.
- In previous versions of MOS Gateway, MOS Router Service could exit or fail to start if one of the configured devices was unreachable. This is fixed. MOS Router Service will now start correctly and report that the device is unreachable.

Hardware and Software Changes for Version 3.0.1

This following changes were made to iNEWS MOS Gateway version 3.0.1.

MOS Router Service

- In previous versions of MOS Gateway, messages over 16KB would result in a MOS Router Service crash. This is fixed. Message size is now limited to 32764 bytes when used with iNEWS version 2.8.8 and earlier. Message size in iNEWS v3.0 and later is limited to 65,535 bytes.

Hardware and Software Changes for Version 3.0.0

This following changes were made to iNEWS MOS Gateway version 3.0.0.

roItemStat

- MOS Gateway now supports feeding item channels back to iNEWS. Anytime an <itemChannel> tag is included in a roItemStat message, the text inside that element will be passed on to iNEWS as the new item channel.

```
<mos>
<mosID>MOS</mosID>
<ncsID>NRCS</ncsID>
<roItemStat>
<roID>NRCS/SHOW.6PM.RUNDOWN</roID>
<storyID>64261505</storyID>
<itemID>MOS-Active</itemID>
<objID>12345</objID>
<status>READY</status>
<time>2009-11-16T16:55:08</time>
<itemChannel>A</itemChannel>
</roItemStat>
</mos>
```

mosItemReplace

- MOS Gateway now supports the mosItemReplace message, which allows a MOS server to update items in the NRCS database. This feature is activated by inserting "YES" into the AllowMosItemReplace line in the MOS configuration file (mosconfig.xml). MOS Gateway 3.0.0 will continue to work with earlier versions of iNEWS, but iNEWS Server 3.0.0 or later is required for mosItemReplace functionality.

  The message, which is delivered to iNEWS through a loaded monitor server, will update MOS

items in the loaded rundown's story form and story body.

The mosItemReplace command is defined in the MOS Protocol.

Known Limitations

This section provides information on known limitations that were not addressed in this release. Any available workaround procedures are also documented, when possible.

Note: For limitations related to compatibility of this release with previous versions/other products, see the section of this document entitled, "Compatibility Issues".

iNEWS

iNEWS does not get "Download Complete" message from MOS Gateway

This is caused by the MOS device not including a `roID` with its `roAck` to the Avid MOS Gateway after a show has been loaded. If the `roID` is not included in the message, the MOS Gateway does not know where to send the "Download Complete" message.

iNEWS installer overwrites `inewscom.dll` registration used by MOS Gateway

The registration of the `inewscom.dll` installed with MOS Gateway 2.6.1 and 2.6.2 will be overwritten by the iNEWS client install program. When this occurs, an incorrect version of the `inewscom.dll` is used by MOS Gateway. This can cause parts of the MOS Gateway functionality to fail, specifically `roStorySend`.

Workaround: Do not install iNEWS client software on the MOS Gateway computer. Or install MOS Gateway after the iNEWS client software.

MOS Gateway

Unused MOS devices will generate `reqMachineInfo` errors in the log file

If a MOS device is specified in the `mosconfig.xml` file and it is not present on the network, there will be errors indicating that the device is not reachable during start up of the MOS Gateway. This is normal behavior.

Workaround: Remove any unused MOS device configurations from the `mosconfig.xml` file.

MOS devices on the network but not specified in the mosconfig.xml file generates errors in the log file

If a MOS device is present on the network and is configure to communicate with the MOS Gateway computer it will cause error messages to be logged in the MOS Gateway logging if it is not also specified in the `mosconfig.xml` file. This is normal behavior.

Workaround: Remove from the network or reconfigure any unused MOS devices that are configured to talk to the MOS Gateway but are not going to be used.

Additional download time overhead when using `handlesRoStorySend` option

Because of the amount of data being processed and sent with this option enabled, the amount of time to load MOS devices will be significant.

Workaround: Unless required by the MOS device, Avid recommend that this option be set to NO.

Upgrades require uninstall first

MOS Gateway does not support upgrades over existing installations. All upgrades of MOS Gateway require that previous versions of the software be uninstalled first.

License key removed when uninstalling MOS Gateway 2.0

When uninstalling MOS Gateway 2.0 in preparation to upgrade to MOS Gateway 2.6.1 or later, the license key will be deleted. The license key must be re-entered during the MOS Gateway installation.

Workaround: Be sure that a copy of the existing license key is available for the MOS Gateway 2.6.2 install prior to uninstalling MOS Gateway 2.0. To save a copy of the current license key, run the iNEWS MOS Gateway License Manager (`LicenseManager.exe`) found in the MOS Gateway install directory.

Documentation Correction or Clarification

Steps 10 and 11 on pages 29 and 30 of the *Avid iNEWS MOS Gateway Installation and Operations Manual* indicate that if the correct version or any version of the Microsoft Java VM is not on the computer, the MOS Gateway installation program will “automatically install” it. This is no longer correct. The appropriate version of Java VM must be manually installed prior to running the setup program for MOS Gateway. See “Compatibility Notes and Issues” in this Read Me file for more about which version of Java VM is qualified and supported.

Technical Support Information

Most products feature a number of coverage options. Avid Assurance service offerings are designed to facilitate your use of Avid solutions. Service options include extended telephone coverage, automatic software maintenance, extended hardware warranty, and preferred pricing on replacement parts. Offerings and options may vary by product and are not available for all products.

For more information regarding Avid's service offerings, visit www.avid.com/support or call Avid Sales at 800-949-AVID (800-949-2843).

Program availability and details might vary depending on geographic location and are subject to change without notice. Contact your local Avid office or your local Avid Reseller for complete program information and pricing. However, if you need help locating an Avid office or Avid Reseller near you, please visit www.avid.com or call in North America 800-949-AVID (800-949-2843). International users call 978-275-2480.

Accessing Online Support

Avid Online Support is available 24 hours per day, 7 days per week. Search the Knowledge Base to find answers, to view error messages, to access troubleshooting tips, to download updates, and to read/join online message-board discussions.

To access Avid Online Support:

- Go to www.avid.com/onlineSupport.

Note: Supplemental documentation for this release, if available, is provided on the Knowledge Base. For the latest up-to-date information, browse the Knowledge Base at Avid Online Support.

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